

# **Eliminating Miscommunication and Conflict Through Process Communication**



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## The Person Who...

Positive Behaviors	Negative Behaviors

Strategies

TYPE	CHARACTER STRENGTHS	PERCEPTION	NEEDS	CHANNEL	MY PREFERENCES	MY PERSON'S PREFERENCES
Reactor (Feeler)	Compassionate, Sensitive, Warm (30%)	<b>Emotions (feelings, compassion)</b> "I feel..." "I'm comfortable with..." "I care..." "...happy" "...sad" "I love..." "...feel close"	Recognition of Person, Sensory	Nurturative		
Workaholic (Thinker)	Responsible, Logical, Organized (25%)	<b>Thoughts (logic)</b> "I think..." "What options..." "Does that mean..." "Who..." "What..." "When..." "Where..." "...facts" "...information" "data" "time frames"	Recognition for Work, Time Structure	Requestive		
Persister (Believer)	Conscientious, Dedicated, Observant (10%)	<b>Opinions (values)</b> "In my opinion..." "We should..." s"I believe..." "...respect" "...values" "...admiration" "...commitment" "...dedication" "...trust"	Recognition for Work and Convictions	Requestive		
Dreamer (Imaginer)	Reflective, Imaginative, Calm (10%)	<b>Inactions (reflections, imagination)</b> "Need time to reflect..." "Wait for more direction..." "Hold back..." "Easy pace..." "Own space..." "Don't want to rock the boat..." "Not sure..."	Solitude, Clear Directions	Directive		
Rebel (Funster)	Spontaneous, Creative, Playful (20%)	<b>Reactions (likes and dislikes; humor)</b> Fun, slang phrases and superlatives "Wow..." "It's fabulous." "I love..." "I hate...don't like/want"	Playful Contact	Emotive		
Promoter (Doer)	Resourceful, Adaptable, Charming, Persuasive (5%)	<b>Actions (charm)</b> "Bottom line..." "...best shot" "...make it happen" "Go for it." "Enough talk..."	Incidence, Action	Directive		

**Listen for these words!****Workaholic/Thinker:** Thoughts (logic)

"I think..." "What options..." "Does that mean..." "Who..."  
"What..." "When..." "Where..." "...facts" "...information"  
"data" "time frames"

**Persister/Believer:** Opinions (values)

"In my opinion..." "We should..." "I believe..." "...respect"  
"...values" "...admiration" "...commitment" "...dedication"  
"...trust"

**Reactor/Feeler:** Emotions (compassion)

"I feel..." "I'm comfortable with..." "I care..." "...happy" "...sad"  
"I love..." "...feel close"

**Dreamer/Imaginer:** Inaction (imagination)

"Need time to reflect..." "Wait for more direction..." "Hold  
back..." "Easy pace..." "Own space..." "Don't want to rock the  
boat..." "Not sure..."

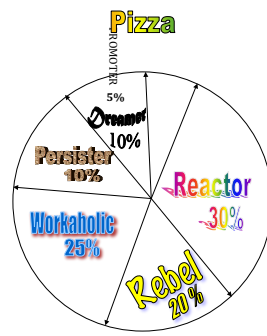
**Rebel/Funster:** Reaction (humor)

Fun, slang phrases and superlatives "Wow..." "It's fabulous."  
"I love..." "I hate..." "don't like/want"

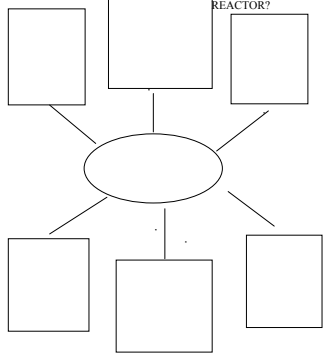
**Promoter/Doer:** Action (charm)

"Bottom line..." "...best shot" "...make it happen"  
"Go for it." "Enough talk..."

# Process Communication



DISSEMINATE? How can I  
act for the REACTOR?  
PROGGER? How can I  
for the REACTOR?  
PERSISTER? How can I  
WORKAHOLIC? How can I  
for the REACTOR?



**Reactor/Feeler (Nurturative Tone)**  
 You're special! Beautiful! You're incredible! You're fantastic! How smart! You're beautiful! I like you! Beautiful work! Meticulous! Terrific! You're important! You're sensational! What a good listener! You care! Beautiful sharing! You're important! You mean a lot to me! You brighten my day! You're a joy! You're a treasure! You're wonderful! You're the best! You're a good friend! You're really something!

**Workaholic/Thinker (Matter-of-fact Tone)**  
 Outstanding! Excellent! Great work! Well done! Nice work! Fantastic job! Super work! Super job! Fantastic job! Exceptional performance! You are responsible! What a good listener! That's correct! A+ job! That's the best! You did a lot of work today! You're doing a fine job! Keep up the good work! Good thinking! Good idea!

**Persister/Believer (Matter-of-fact Tone)**  
 I'm proud of you! What's your opinion? Very interesting perspective! Great idea! You make meaningful contributions! Good for you! Great discovery! Phenomenal! Creative job! Exceptional performance! What a good listener! A+ job! I trust you! That's exactly right! Good thinking! You're very good at that! I value your ideas!

**Dreamer/Imaginer (Low-key, Direct Tone)**  
 Good! Now you've got it! You're on target! Nothing can stop you now! You figured it out! You're a real trooper! That's correct! I knew you could do it! You're on the right track! Now you have it! You're really concentrating! You did that very well! Perfect! Great idea! Imaginative idea! Great insight!

**Promoter/Doer (Upbeat Tone)**  
 Heck! Well done! Remarkable! Looking good! You're on top of it! Now you're firing! You're catching on! Bravo! You're fantastic! You're on target! You're on your way! Nothing can stop you now! You're a winner! You're spectacular! Great discovery! You've discovered the secret! You are exciting! Awesome! Way to wrap it up! You make it look so easy! I've never seen anyone do it better! Nothing can stop you now! That was a first class idea! Right on!

**Rebell/Funster (Upbeat Tone)**  
 Wow! Way to go! Excellent! I knew you could do it! Fantastic! Superstar! Looking good! Now you're firing! Now you've got it! You're incredible! Hurry for you! That's amazing! Hot dog! Dynamic! You're unique! You're A-OK! Tremendous! You're a winner! Remarkable! Spectacular! Hip, hip, huray! Right on! Creative job! You are exciting! What an imagination! Awesome! You're really got your brain in gear! How did you think of that? You make my job so much fun! You sure fooled me!

From "Praise, A.A. Bradley, D.F., & Praise, J.F. (2001) How to Reach the Matching Instruction to Personality Type in Your Classroom. Baltimore: Paul H. Brookes.

Personality Type & Perception	Symptom of Distress	Needs from you	Strategy to invite them out of distress
Reactor - Feeling	Makes mistakes Invites criticism Sets self up to be a victim	Acceptance as a person Someone to care Reassurance of importance as a person (sensory needs)	Reassure and accept them unconditionally in words and actions
Workaholic - Thinking	Over controls Not delegate Criticizes for not thinking clearly Not time conscious Does not get all the facts	Facts, logic & reasons Information, criteria A plan, schedule Time structure, time frame	Give facts & logic behind decisions, Set clear time frames, deadlines, and criteria
Persister - Opinions	Pushes beliefs Scolds others Preaches, gets on soap box	Trustworthiness Show of respect Allay fear, right a wrong	Reestablish trust by showing reliability & follow-through; Right a perceived wrong
Dreamer - Inaction	Passively waits Withdraws Feels inadequate	Step by step directions Task analysis Time to think, imagine	Take charge & be direct Give clear direction Simple, clear instructions
Rebel - Reaction	Gets others to do work Blames others Gets even	Playful reassurance that everything is OK Humor Playful language & contact	Use humor, fun language, & playfulness to relieve discomfort
Promoter - Action	Sets up negative drama Manipulates to own end Breaks or bends rules	A way to channel energy to positive excitement and action	Ignore negative remarks Be direct & show pay off Suggest positive action plan